

Healthy Options Children

Single Item Measure

Question 34

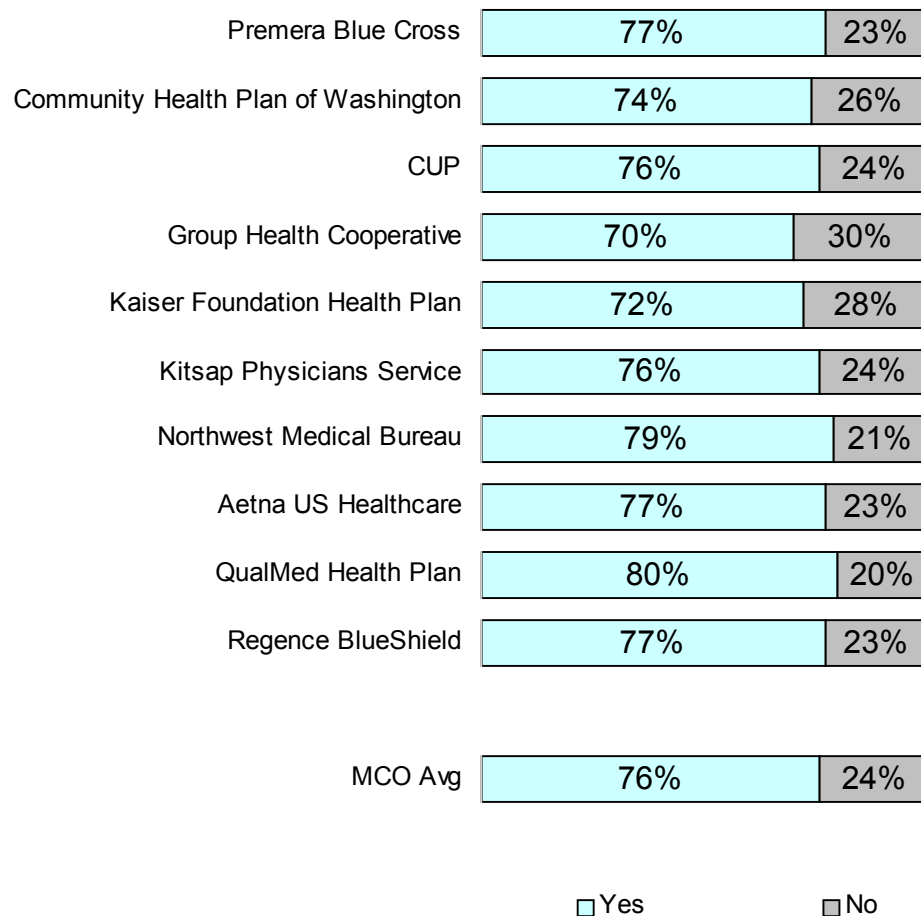
Survey respondents were asked:

“In the last 6 months, have any of your child’s doctors or other health providers given you reassurance about the care you are providing for your child?”

Note:

This question was answered by people who indicated they had taken their child to a doctor’s office or clinic in the first 6 months of 1998.

Q34 Doctors gave reassurance about care for child (N=3,322)



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Single Item Measure

Question 36

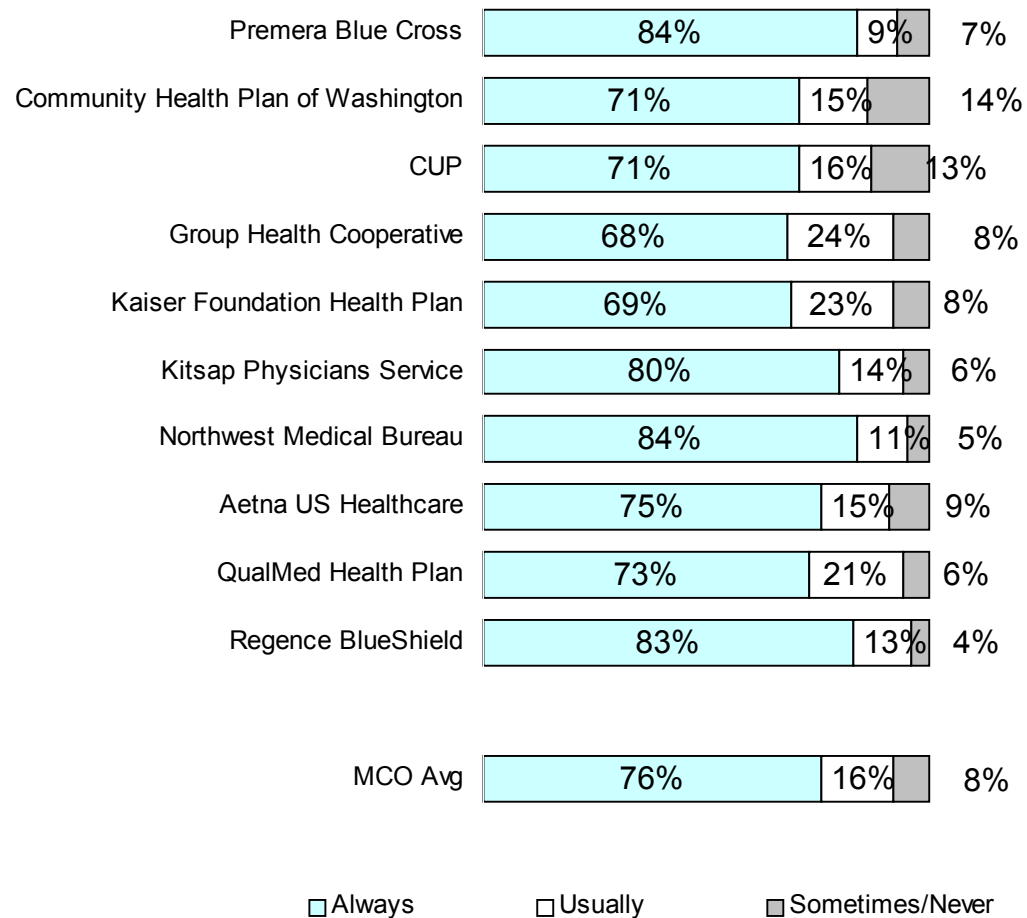
Survey respondents were asked:

“In the last 6 months, how often were you involved as much as you wanted in the decisions about your child’s health care?”

Note:

This question was answered by people who indicated they made decisions about their child’s health care in the first 6 months of 1998.

Q36 Parents involved as much as wanted in child's care decisions (N=1,441)



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Question 54

Survey respondents were asked:

“In the last 6 months, how much of a problem, if any, was it to get the help you needed when you called your child’s health plan’s customer office?”

Note:

This question was answered by respondents who indicated that they had called the health plan’s customer service to get information in the first 6 months of 1998.

Q54 Problems getting help from health plan's customer service (N=949)

Premera Blue Cross	58%	21%	21%
CUP	57%	30%	13%
Group Health Cooperative	64%	17%	19%
Kaiser Foundation Health Plan	52%	37%	11%
Kitsap Physicians Service	51%	23%	26%
Northwest Medical Bureau	49%	32%	19%
Aetna US Healthcare	39%	37%	24%
QualMed Health Plan	50%	33%	17%
Regence BlueShield	53%	28%	19%
MCO Avg	52%	29%	19%

☐ Not a problem

☐ Small problem

☐ Big problem

Note:

Results for Community Health Plan of Washington are not reported due to small number of responses (N<85) to this question for the plan.

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Question 60

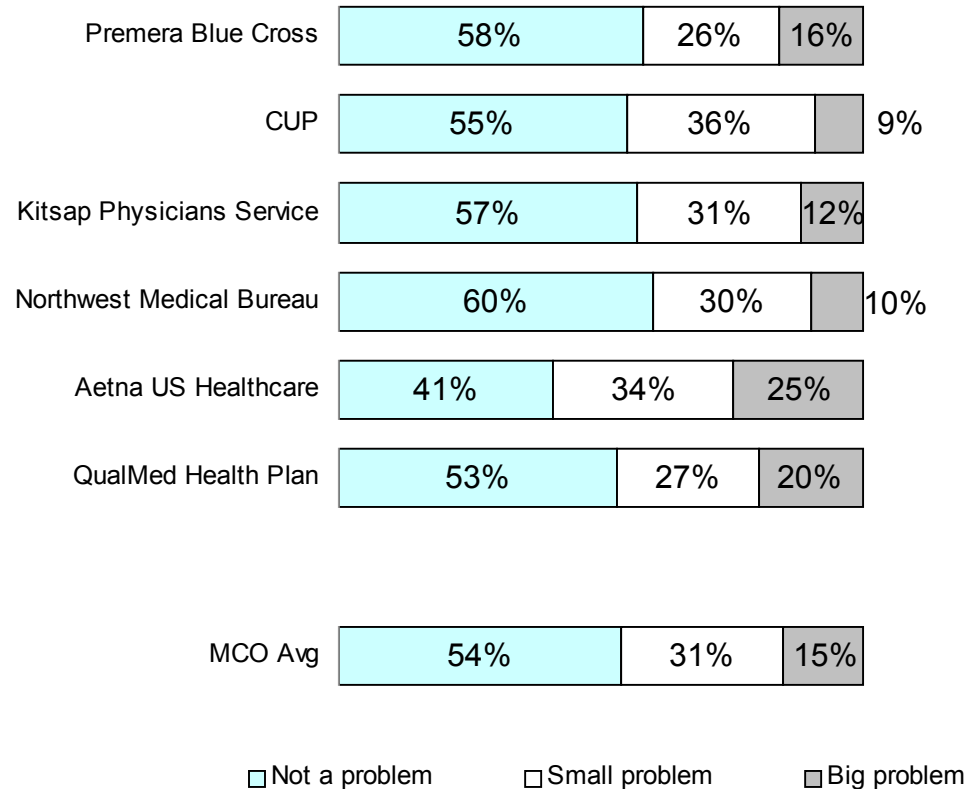
Survey respondents were asked:

“In the last 6 months, how much of a problem, if any, did you have with paperwork for your child’s health plan?”

Note:

This question was answered by respondents who indicated that they had had experiences with paperwork for the child’s health plan in the first 6 months of 1998.

Q60 Problems with paperwork for health plan (N=620)



Note:

Results are not reported for the following plans due to small number of responses (N<85):

Community Health Plan of Washington
 Group Health Cooperative
 Kaiser Foundation Health Plan
 Regence BlueShield

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Question 63

Survey respondents were asked:

“In the last 6 months, how much of a problem, if any, was it to get your child’s prescription medicine at the drug store or pharmacy?”

Note:

This question was answered by people who indicated they did get a new prescription or had a prescription refilled in the first 6 months of 1998.

Q63 Problems getting child's prescription medicine (N=2,361)

